



Your business
is our business.

REDACTED FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 30, 2017

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 14-58
2017 ETC Annual Report of Service Telephone Company
Study Area Code 230500**

Dear Ms. Dortch:

On behalf of Service Telephone Company ("Company"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is being filed this date via the FCC's Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form****REDACTED FOR PUBLIC INSPECTION**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	230500
<015>	Study Area Name	SERVICE TEL CO
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	Eric Cramer
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3369736112 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	ericcramer@wilkestmc.net
	Form Type	54.313 and 54.422

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230500
<015>	Study Area Name	SERVICE TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Eric Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369736112 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

0

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230500
<015>	Study Area Name	SERVICE TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Eric Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369736112 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered both fixed and mobile voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	0 . 0
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered both fixed and mobile broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 0
<450>	Complaints per 1000 customers for mobile broadband	0 . 0

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	230500
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<035>	Contact Telephone Number - Number of person identified in data line <030>	3369736112 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
230500nc510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form	REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230500
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Eric Cramer
<035>	Contact Telephone Number - Number of person identified in data line <030>	3369736112 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	230500nc610.pdf

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230500
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	230500
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

230500nc1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP <http://myriverstreet.net/phone>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

(2005) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	230500
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<030>	Contact Name - Person USAC should contact regarding this data	Eric Cramer
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<p><2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.</p>	<input style="width: 100px; height: 20px;" type="text"/>	
<p><2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.</p>	<input style="width: 100px; height: 20px;" type="text"/>	
<p><2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<input style="width: 100px; height: 20px;" type="text"/>	
<p><2024A> Round 2 Recipient of Incremental Support?</p>	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 200px; height: 60px;" type="text"/>
<p><2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.</p>	<p>Name of Attached Document Listing Required Information</p>	<input style="width: 200px; height: 60px;" type="text"/>
<p><2025A> Round 2 Recipient of Incremental Support?</p>	<input style="width: 100px; height: 20px;" type="text"/>	
<p><2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).</p>	<p>Name of Attached Document Listing Required Information</p>	<input style="width: 200px; height: 60px;" type="text"/>
<p><2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)</p>	<input style="width: 100px; height: 20px;" type="text"/>	

(2005) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

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Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
		Yes - Attach Certification	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}		
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	230500nc3010.pdf
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	No - No New Community Anchors	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	<input type="radio"/> <input checked="" type="radio"/>
Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)	<input checked="" type="radio"/> <input type="radio"/>
If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input checked="" type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.		<input checked="" type="checkbox"/>
If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:			
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	230500nc3026.pdf

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(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230500
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	230500
<015>	Study Area Name	SERVICE TEL CO
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Eric Cramer
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
--	--	--

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
---	--	--

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	230500
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	230500
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<039> Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>JSI</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	<u>JSI</u>
Name of Reporting Carrier:	<u>SERVICE TEL CO</u>
Signature of Authorized Officer:	<u>CERTIFIED ONLINE</u> Date: <u>06/29/2017</u>
Printed name of Authorized Officer:	<u>Tim Tribble</u>
Title or position of Authorized Officer:	<u>Regulatory & Reporting Administrator</u>
Telephone number of Authorized Officer:	<u>3369736164 ext.</u>
Study Area Code of Reporting Carrier:	<u>230500</u> Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	<u>SERVICE TEL CO</u>
Name of Authorized Agent Firm:	<u>JSI</u>
Signature of Authorized Agent or Employee of Agent:	<u>CERTIFIED ONLINE</u> Date: <u>06/29/2017</u>
Name of Authorized Agent Employee:	<u>JSI</u>
Title or position of Authorized Agent or Employee of Agent	<u>Regulatory Consultant</u>
Telephone number of Authorized Agent or Employee of Agent:	<u>3014597590 ext.</u>
Study Area Code of Reporting Carrier:	<u>230500</u> Filing Due Date for this form: <u>07/03/2017</u>
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<701>	Residential Local Service Charge Effective Date	1/1/2017
<702>	Single State-wide Residential Local Service Charge	22.8

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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[illegible]

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	230500
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<039>	Contact Email Address - Email Address of person identified in data line <030>	ericcramer@wilkestmc.net
<810>	Reporting Carrier	Service Telephone Company
<811>	Holding Company	RiverStreet Management Services, LLC d/b/a RiverStreet Networks
<812>	Operating Company	Service Telephone Company

[illegible]

**Service Telephone Company's Demonstration of Compliance with Applicable Service
Quality Standards and Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The FCC found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Service Telephone Company (“Company”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection obligations under both federal and North Carolina state law. The Company is subject to, and compliant with, consumer protection obligations for broadband services under federal law. The Company complies with all requirements set forth in the *2015 Open Internet Order* as they become effective.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

Service Telephone Company's Demonstration of Ability to Function in Emergency Situations

Service Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2).¹ The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations. The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. The will continue to run as long as the Company has access to fuel. The Company complies with the FCC's backup power requirements, effective October 16, 2015.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including an demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spiked resulting from emergency situations."

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Seventh Revised Sheet 1
Cancels Sixth Revised Sheet 1

BASIC LOCAL EXCHANGE SERVICE

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ISSUED: November 30, 2016

EFFECTIVE: December 2, 2016

BY: Eric S. Cramer, Chief Executive Officer

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Fourteenth Revised Sheet 2
Cancels Thirteenth Revised Sheet 2

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.1 GENERAL

- a. The rates shown are for basic local exchange access line service.
- b. Exchange Service Areas for each exchange are identified on maps on file with the North Carolina Utilities Commission.
- c. The Basic Service Area means that customers in locations which are served by the Telephone Company may make direct dialed calls without incurring toll charges. A detail of the exchanges for the Telephone Company's Basic Service Area is located in Section 3.4 of this tariff.
- d. The rates for service and equipment not specifically shown in this section are presented in other sections of this Company's tariff.
- e. The rates set forth below are for a minimum one month period and entitle the customer to an unlimited number of telephone calls within the exchange (including EAS points) without additional charge.
- f. Applicable taxes levied by state, county and local taxing authorities are added to the rates set forth in this section.
- g. The Network Access Register (NAR) provides for access to the local and long distance public switched network and trunk applications in conjunction with Digital Transport Service.

3.2 MONTHLY EXCHANGE ACCESS LINE RATES

		Monthly Rate	
3.2.1	Residence Class of Service		
	One-Party	\$17.60	(l)
3.2.2	Business Class of Service		
	One-Party*	\$26.45	
	PBX Trunk* (1)	\$33.45	
3.2.3	The following monthly rate is applicable to Network Access Registers (NARS) on a per register basis.		
		<u>Monthly Rate</u>	
	Network Access Register, each	\$13.63	

- * Line Hunting charges as specified in Section 13 will apply if requested by the Customer.
(1) Ground Start included in PBX Rate.

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EFFECTIVE: July 7, 2015

BY: Joel Dohmeier, Vice-President

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Eighth Revised Sheet 3
Cancels Seventh Revised Sheet 3

BASIC LOCAL EXCHANGE SERVICE

3.3 LIFELINE AND LINK UP PROGRAMS

(R)

3.3.1 General

3.3.1 (a) Description of programs.

(N)

(1) Lifeline service is a federally administered program providing a monthly discount to qualifying low-income consumers for voice telephone service or broadband service.

(2) Tribal Link Up service is a federally administered program providing a discount to the customary charge for commencing telecommunications service to a qualifying consumer on Tribal lands.

(b) Program eligibility.

In order to be eligible for assistance, a consumer must meet the eligibility requirements as set forth in Commission Rule R9-6 and 47 C.F.R. part 54, subpart E of the Federal Communications Commission's rules.

(c) Verification of eligibility.

The method for verification of the eligibility criteria set forth in (b) above shall be a national eligibility verifier. Until the national eligibility verifier has been established to verify eligibility in North Carolina, the verification method will be self-certification by the recipients of the eligible programs.

(d) Support.

The monthly recurring and one-time connection discount provided to consumers through the Lifeline and Link Up programs is set forth in 47 C.F.R. part 54, subpart E of the Federal Communications Commission's rules.

(N)

3.3.2 Regulations

(D)

(D)

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GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Third Revised Sheet 3.1
Cancels Second Revised Sheet 3.1

BASIC LOCAL EXCHANGE SERVICE

3.3 **LIFELINE AND TRIBAL LINK UP PROGRAMS** (Continued)

(R)

3.3.2 **Regulations** (Continued)

(D)

(D)

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GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Seventh Revised Sheet 3.2
Cancels Sixth Revised Sheet 3.2

BASIC LOCAL EXCHANGE SERVICE

3.3 **LIFELINE AND TRIBAL LINK UP PROGRAMS** (Continued)

(R)

3.3.2 Regulations (Continued)

(D)

3.3.3 Credits

(D)

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SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Fifth Revised Sheet 4
Cancels Fourth Revised Sheet 4

(T)

The rates specified in Section 3.2 entitle subscribers an unlimited numbers of calls to access all stations in the exchanges of Chadbourn; Floyds, South Carolina; Fair Bluff, Whiteville, and Tabor City by way of direct dialed calls without incurring toll charges.

(T)
(T)

3.8 DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service gives customers access to telephone numbers of individuals or businesses by dialing 555-1212, 4-1-1 or 1-4-1-1.

(C)
(C)

a. Local Direct Dialed includes any NPA/NXXs requested that are within the customer's local calling area or expanded local calling areas.

(D) (N)

b. National Direct Dialed includes any NPA/NXXs requested that are within the United States, Canada, Puerto Rico and the U.S. Virgin Islands, but outside the customer's local calling area, expanded local calling area, and Home NPA for the originating line.

c. International Direct Dialed numbers are any NPA/NXX's requested that are outside the United States, Canada, Puerto Rico and the U.S. Virgin Islands.

(N)

(D)

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GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Sixth Revised Sheet 5
Cancels Fifth Revised Sheet 5

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.8 DIRECTORY ASSISTANCE SERVICE (Continued)

3.8.3 Regulations

- a. Call Allowances include the first five Local Direct Dialed inquiries per month per main telephone or PRX trunk, or for the first local direct dialed inquiry per month per Centrex main station. Each number requested constitutes an inquiry except that the first two numbers requested on any one call constitutes one inquiry.
- b. Rates will apply based on the NPA/NXX requested.
- c. Charges for Directory Assistance are not applicable for requests to national numbers or calls which request telephone numbers of lines located within the Company's HNPA serving area for the originating line and originated from lines provided for subscribers or primary users who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability, which can be confirmed by a physician, appropriate group or agency. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the disabled individual from their line or lines, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified annually. Confirmed, inappropriate use of the exemption could result in its removal. Calls requesting international numbers will be charged the applicable rate.

(C)

(C)

(C)

(D)

(D)

ISSUED: September 18, 2006

EFFECTIVE: October 18, 2006

BY: Paul E. Pederson, Vice-President

REDACTED FOR PUBLIC INSPECTION
GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Third Revised Sheet 6
Cancels Second Revised Sheet 6

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.8 **DIRECTORY ASSISTANCE SERVICE** (Continued)

3.8.4 Rates

The following rates apply for Directory Assistance Service.

	<u>Rate</u>	
1. Local Direct Dialed, First five calls	No Charge	
2. Local Direct Dialed, Each additional call	\$0.50	(I)
3. Outside the Local and Expanded Local Calling areas, but within the company's home NPA	\$0.50	(R)
4. National Direct Dialed, per call	\$0.95	
5. International Direct Dialed, per call	\$1.50	

(D)
(D)

ISSUED: May 21, 2007

EFFECTIVE: June 7, 2007

BY: Jeff Jung, Vice-President

REDACTED FOR PUBLIC INSPECTION
GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
FAIR BLUFF, NORTH CAROLINA

Section 3
Original Sheet 8

ISSUED: June 12, 1995
BY: Donald R. Brown, President

EFFECTIVE: July 14, 1995

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.10 Operator Assisted Local Calls

3.10.1 Operator Assisted Charges

- A. All types of local exchange service have local calling areas within which local calls can be made on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable¹.
 - 1. Station-to-Station customer dialed credit card local call

	Nonrecurring Charge
a. Each	\$ 0.30
 - 2. Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls.

a. Each	\$ 0.70
---------	---------
 - 3. Person-to-Person operator assisted local call

a. Each	\$ 1.70
---------	---------
- D. The following Operator Assisted Local Calls are exempted from the service charge:
 - 1. Calls to designated Company numbers for official telephone business.
 - 2. Emergency calls to recognizable authorized civil agencies.

Note 1 The local rate applicable for operator-assisted local calls originated from a Public Telephone Access Service line and process by an operator is the rate specified in 7.1.4 of this Tariff.

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GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
FAIR BLUFF, NORTH CAROLINA

Section 3
Original Sheet 9

ISSUED: June 12, 1995
BY: Donald R. Brown, President

EFFECTIVE: July 14, 1995

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.10 Operator Assisted Local Calls (Continued)

3.10.1 Operator Assisted Charges (Continued)

D. (Continued)

3. Those cases where a Company operator provides assistance to:
 - a. Re-establish a call which has been interrupted after the calling number has been reached.
 - b. Reach the calling telephone number where facility problems prevent customer dial completion.
 - c. Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

3.11 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

3.11.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber originated request for verification of a local number is a chargeable verification request if an operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.

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GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
FAIR BLUFF, NORTH CAROLINA

Section 3
Original Sheet 10

ISSUED: June 12, 1995
BY: Donald R. Brown, President

EFFECTIVE: July 14, 1995

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.11 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Continued)

3.11.1 General (Continued)

B. Emergency Interrupt Service (Continued)

2. A subscriber originated request for Emergency Interrupt to a local number is a chargeable Emergency Interrupt request.

3.11.2 Application of Rates and Charges

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges for Verification and Emergency Interruption may be billed to the originating number, a calling card number or a third number. Charges for Emergency interrupt may be billed on a collect basis at the discretion of the Company in the absence of other billing options.
- C. Charges for verification will not be billed on a collect basis.
- D. No operator assisted surcharge will apply in addition to the applicable Verification and Emergency Interrupt charges.
- E. If the number verified is not in use, or as a result of interrupt the line is cleared and, at the calling party's request, the operator completes the call, the charges for Operator Assisted Local Calls as defined in Section 3.10 of this Tariff apply in addition to the applicable Verification and Emergency Interrupt charges.

1. Verification Request

- a. Each request

**Nonrecurring
Charge
\$ 0.35**

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GENERAL SUBSCRIBER SERVICES TARIFF

SERVICE TELEPHONE COMPANY
FAIR BLUFF, NORTH CAROLINA

Section 3
Original Sheet 11

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BY: Donald R. Brown, President

EFFECTIVE: July 14, 1995

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.11 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Continued)

3.11.2 Application of Rates and Charges (Continued)

E. (Continued)

2. Emergency Interrupt Request

**Nonrecurring
Charge**

a. Each request ¹	\$ 0.40
------------------------------	---------

Note 1 A charge for a Verification Request also applies.

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GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
First Revised Sheet 12
Cancels Original Sheet 12

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.12 TDS TELECOM PLUS+

3.12.1 GENERAL

TDS TELECOM PLUS+ (TDS+) is a Defined Radius Plan (DRP) which increases a customer's local originating seven or ten digit dialed calling area. This mandatory plan provides intraLATA calling options for direct dialed calls that terminate to exchanges (rate centers) within forty miles.

(T)

3.12.2 REGULATIONS

- a. TDS+ service is available to all classes of business and residence service in the Fair Bluff exchange. The flat rate option is only available to residential customers.
- b. TDS+ service applies only to direct dialed station-to-station calls. Operator assisted calls are not included in this plan.
- c. Coin Telephone Services offered in Section 7 of this tariff are excluded from this plan.
- d. For calls that are made to Call Forwarded lines, the customer pays the appropriate usage rate for the duration of the call from the originating number to the called number. The customer of the Call Forwarding service pays any applicable usage rate from the called number to the terminating location of the call.
- e. Calls placed from an off-premises extension of an access line will be billed as if the local calls had been placed from the primary service location.
- f. TDS+ Measured or Flat Rate Service
 - 1) Measured Service provides residence and business customers with calling based on minutes of use. The rates specified in paragraph 3.12.3 following, will be assessed on each minute of use or fraction thereof rounded to the next higher minute on all originating calls completed to the Expanded Local Calling Area exchanges listed in Paragraph 3.12.4.

(M)

(M)

(M) Text shown here previously appeared on Sheet 13 of this Section.

ISSUED: June 15, 2005

EFFECTIVE: July 15, 2005

BY: Paul E. Pederson, Vice-President

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
First Revised Sheet 13
Cancels Original Sheet 13

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

3.12 TDS TELECOM PLUS+ (Continued)

3.12.2 REGULATIONS (Continued)

f. TDS+ Measured or Flat Rate Service (Continued)

(T)

(M)

(M)

2) Flat Rate Service provides residence customers only with unlimited calling. A single rate as specified in Paragraph 3.12.3, following, will be assessed on a monthly basis for all originating calls that are completed to the Expanded Local Calling Area exchanges listed in Paragraph 3.12.4.

g. Customers will be billed based on the Measured Service unless the residence customer specifically subscribes to the Flat Rate Service.

h. All charges assessed under this plan are in addition to Basic Local Exchange line rates as specified in paragraph 3.2.

i. All per minute rates will be billed in arrears. Flat rates will be billed in advance.

j. Directory Assistance and Verification and Emergency Interrupt Service, Section 3.8 and 3.11, respectively, apply to this plan.

k. The per minute rate is valid 24 hours a day, seven days a week. No time of day discounts will apply.

l. Multiline residence customers may subscribe to either calling option on a per line basis.

m. Customers who subscribe to the Measured Service will receive message detailed billing at no charge. Message detailed billing is not available with the flat rate option.

n. Non-recurring service order charges will not apply to changes in a customer's billing option.

o. TDS+ Call Restriction allows calls to exchanges in Calling Area 1 to be blocked when customers dial 7 or 10 digits. Calls placed to exchanges in Calling Area 1 and 2 using 1+ dialing, will still be available unless the customer also subscribes to Toll Restriction located under Custom Calling Services in Section 13.

(N)

(N)

(M) Text shown here now appears on Sheet 12 of this Section.

ISSUED: June 15, 2005

EFFECTIVE: July 15, 2005

BY: Paul E. Pederson, Vice-President

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Third Revised Sheet 14
Cancels Second Revised Sheet 14

BASIC LOCAL EXCHANGE SERVICE

3.12 **TDS TELECOM PLUS+** (Continued)

3.12.3 Rates

- a. The following rates are in addition to the Basic Local Exchange line rates as specified in paragraph 3.2 and apply to calls completed to the exchanges listed in paragraph 3.12.4.

	<u>Rate</u>		(T)
(1) Calling Area No. 1			
Measured Service, Initial Minute	\$0.03	(R)	
Measured Service , Each Additional Minute	\$0.03	(R)	
Residence Flat Rate, Monthly Unlimited Calling	\$8.50	(R)	
(2) Calling Area No. 2	No charge		
			(T)
	<u>Monthly Rate</u>		
(3) TDS+ Call Restriction	No Charge		(T)

3.12.4 Expanded Local Calling Areas

The exchanges listed below for the Expanded Local Calling Areas are in association with TDS TELECOM PLUS+.

<u>Home Exchange</u>	<u>Expanded Local Calling Area No. 1</u>
Fair Bluff	Laurinburg, Longwood, Lumberton, Pembroke, Rowland
<u>Home Exchange</u>	<u>Expanded Local Calling Area No. 2</u>
Fair Bluff	Fairmont

ISSUED: May 21, 2007

EFFECTIVE: June 7, 2007

BY: Jeff Jung, Vice-President

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Second Revised Sheet 15
Cancels First Revised Sheet 15

BASIC LOCAL EXCHANGE SERVICE

3.13 **TOTAL TALK PACK** (Business³ Customers Only)²

(O) (C)

(O)

² Total Talk Pack for residential customers has been grandfathered and moved to Section 100.

³ Total Talk Pack for business customers has been grandfathered and moved to Section 100

(D)
(D)

(N)

REDACTED FOR PUBLIC INSPECTION
GENERAL EXCHANGE TARIFF

SERVICE TELEPHONE COMPANY
North Carolina

Section 3
Third Revised Sheet 16
Cancels Second Revised Sheet 16

BASIC LOCAL EXCHANGE SERVICE

3.13 **TOTAL TALK PACK** (Business³ Customers Only)² (Continued)

(O) (C)

(O)

² Total Talk Pack for residential customers has been grandfathered and moved to Section 100.

³ Total Talk Pack for business customers has been grandfathered and moved to Section 100.

(D)
(D)

(N)

Service Telephone Company (SAC 230500)

Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))

Service Telephone Company hereby certifies that throughout 2016, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, the Company offers broadband service at the highest available speed.

REDACTED FOR PUBLIC INSPECTION

REDACTED – FOR PUBLIC INSPECTION

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY